



**DEPARTMENT OF THE AIR FORCE**  
**JOINT PERSONAL PROPERTY SHIPPING OFFICE - SAN ANTONIO (DOD)**  
**613 NORTHWEST LOOP 410, SUITE 400**  
**SAN ANTONIO TX 78216-5518**


13 August 2003

**MEMORANDUM FOR HOUSEHOLD GOODS MOVERS AND AGENTS**

**FROM: JPPSO-SAT/DD**

**SUBJECT: Fact Sheet**

1. We are continuously developing new measures to assist us in dealing with increased workloads. New automated systems, procedures, guidelines, and requirement changes are constantly being produced. Most of our new developments impact you too. To help keep you updated on new developments, we will produce and distribute periodically a fact-sheet identifying and explaining new changes, products, procedures, guidelines, and business practices.
2. Attached is our first fact-sheet submission. Please refer questions and/or inputs to Major Keith Bax at (210) 321-4213.

  
BILLIE J. WILEY, GS-13, DAFC  
Deputy Director

## **FACT SHEET FOR CARRIERS/AGENTS**

1. Please do not mark or annotate the original bill of lading (BL), other than with weight, cube, rates, costs, etc. Proper cancellation annotations and other required markings are reserved for us. Please remember that the original BL is a Government check, payable for moving services rendered. It is to be treated and safeguarded in the same manner as any other bank check or Government payment document, whether it is cancelled or payable.

2. We have recently published a new JPPSO Continuity Book. This book provides up-to-date information concerning the inter-workings of each JPPSO-SAT division and branch and requirements for processing work through JPPSO-SAT. It also contains all policy guidance, briefings, and DFAS access to accounts payable. You can access the continuity book and all referenced info through our web-site at:

**<http://www.jppso-sat.Randolph.af.mil/ppd/agent/interestitems>**

**[/Regionalization%20Continuity%20Book.pdf](#)**

3. Several carrier's agents are owned by the same person/conglomerate (Branham Van and Storage, Oscar's Moving & Storage, and Sam Jones Movers). While these agents operate independently and represent different carriers, they often use the same clerical staff to bill for services rendered. Often, correspondence and/or requests for assistance from conglomerates contain the wrong agent (i.e. Branham Van and Storage requests a certified copy of bill of lading for Ace Van Lines whose agent shown on the bill of lading is actually Country Moving and Storage). This is really confusing for us and often results in us returning the correspondence without action. Please ensure your correspondence to JPPSO-SAT reflects the correct agent.

4. Bills of Lading are the same as any other form of government check, in that they authorize payment for moving services provided; therefore, original bills of lading must be accounted for and safeguarded to prevent loss. Requests for certified bills of lading from JPPSO-SAT must be in official letter format and state what the requestor feels caused the loss and what the agent/carrier has implemented in their company to prevent further losses. Little slips of hand-written paper, sticky notes, etc. are not acceptable forms of official correspondence, and we will not take action to fill requests made in that format. Also, our certification of lost bills of lading process may take up to 30 days to complete.

5. Our new Automated Booking for Carriers (ABC) program has been updated to automatically send notices to the carrier's booking agent when previously booked shipments are pulled back for any reason. Primarily pull-backs happen when

carriers are suspended and shipments already booked with that carrier are pulled back and rebooked with an alternate carrier.

6. We are still trying to smooth-out the bumps in our systems/programs that were caused by increased workloads associated with regionalization. We believe we have gotten to the bottom of most of the root causes and smoothed-out most of our processes as best we can. We realize; however, that we are going to continuously run into some hiccups as we progress and we also know we can't "fix" them if we don't know about them...so, please let us know when you experience problems with our business practices. You can be assured that as soon as we are notified of a problem, we will immediately take action to resolve it.